

BLM Public Room Customer Satisfaction Survey

Wendy Spencer

Service Center

December 1991

Management and
 Leadership Program



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DENVER, CO 80225-0047

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Introduction

This project was initiated as a requirement for completion of the Management and Leadership Training Course. The purpose of such a project is to allow participants an opportunity to explore an area of interest for which time and work commitments do not generally allow, and to document their findings or draft products. The project may be a fully developed workable proposal; a completed product, particularly when dependent upon higher organizational approvals, is not necessary to fulfill the requirements of the Management and Leadership Project. Project sponsorship, usually by a management level employee or supervisor, is considered sufficient to initiate the project. Monte Jordan, Associate State Director agreed to sponsor this project because of the close ties of the Prototype and Records Transition efforts to the New Mexico State Office.

Purpose of Project

This project incorporates a number of objectives. The foremost objective was to obtain quantitative information about services received by BLM public room customers. Such information, including criticism and suggestions, can then be fed back into overall BLM public room procedures, and improvements or adjustments made. Total quality management, in which customer satisfaction is a key component, was also incorporated as an objective in this project.

In order to obtain baseline information on customer satisfaction, a survey instrument was developed. The main objective for developing this survey was to obtain a reliable sample of public feedback. Because the survey would be primarily used by field offices, the instrument also was required to be easily administered by field offices, and to include some method for field offices to tally results simply.

The Paperwork Reduction Act requires approval by the Office of Management and Budget when any government agency asks the same questions of more than nine members of the public. Therefore this project logically culminates at the completion and submission of an Information Collection Budget request through BLM Headquarters to OMB. Completion of the paperwork required by OMB meets the final objective of this project.

Methodology

Utilizing information provided by the New Mexico State Office, I reviewed functional statements, position descriptions, and work flow analyses of the public room. From these information sources, I developed a generic public room policy statement, which was further detailed by proposed objectives, such as "Responds to inquiries from the public, BLM employees, and government entities regarding public land records, regulations, and procedures for filing land use applications, mining claims, etc." I then broke down the goals into objectives which could be quantified, such as "90% of all written inquiries are answered within 24 hours." All products were reviewed by the New Mexico State Office to ensure that the policy statement and objectives were accurate, and to verify that the goals were achievable. Some of the goals were modified to meet the expectations of New Mexico management and employees.

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I then developed a questionnaire to help determine if these goals were met. The questionnaire is designed to be administered yearly during a specified week to all members of the public who contact the public room, whether in person, by telephone, or by letter. The questionnaire utilizes a multiple choice box arrangement for ease in completing and tallying, and a space for additional comments. I have also developed instructions for administering the survey, so field offices results may be as accurate as possible. The Xerox Corporation, through an agreement with the Department of the Interior, reviewed the questionnaire for flaws, and made several helpful suggestions.

The results may be tallied using a Word Perfect 5.1 macro which also calculates percentages of responses to each level of satisfaction. The macro also generates a results report format designed for Laser Jet printers with the most standard fonts available in field offices. Instructions for using the macro are incorporated in comment boxes within the macro.

I have coordinated the approval of this questionnaire with the staff of WO-783, and their goal is to ultimately use this as a Bureauwide tool to collect baseline public room information. Although I developed and submitted a Information Collection Budget package for submission to OMB, I cannot test the questionnaire (test sites - New Mexico and Montana) until OMB has approved the package. No objections are expected from the Department or from OMB, and I anticipate approval will occur no sooner than June, 1992.

Remaining Tasks

After the receipt of OMB approval, New Mexico and Montana State Offices will administer the questionnaire and tally the results. I will request feedback on the questionnaire, the instructions, and the survey results format macro to determine what, if any, improvements are needed. I will also evaluate the reliability and accuracy of the survey. Any changes will be incorporated into a set of final products. In addition, any change in the number of responses must be documented and sent to update Information Collection Budget burden hours for future OMB approval. At that time, I will coordinate with WO-783 to determine if the product has utility for Bureauwide application.

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Conclusion

The benefits which field offices can obtain from utilizing the results of the questionnaire developed by this project include:

- Optional use of a professional quality public room customer satisfaction measure.
- 2. Providing input to employee performance evaluations.
- 3. Developing a strategy to plan allocation of human resources.
- 4. Planning for future budget requests.
- 5. Assessing and prioritizing public room improvements and changes.
- 6. Anticipating and accommodating customer trends.
- 7. Improving customer satisfaction.
- 8. Making public assistance easier for employees by clarifying goals and objectives.
- 9. Looking for ways to standardize aspects of the work for expedited service.

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Management & Leadership Project Abstract

Title: Customer Satisfaction Measures for BLM Public Rooms

Summary: The goal of this project is to develop, test, and refine an instrument to measure BLM customer satisfaction with products and services. This instrument and resultant report can be used by the assigned program office and/or field offices to "grade" public room performance, allocate resources, change products and service mix provided to the public, and provide guidance to their District Offices.

Objectives: --Evaluate (and develop if necessary) public room

objectives and goals

-- Develop and test instrument to gauge customer

satisfaction

--Write report detailing results

M & L Participant: Wendy W. Spencer Phone: FTS 776-6642

Project Sponsor: Monte Jordan Title: ASD - New Mexico

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Management & Leadership Project Plan

The final goal of this project is to develop a consistent and accurate instrument to measure BLM customer satisfaction with the public room. No baseline measurements exist, nor have any goals or objectives been developed. Objectives are overall standards which an office would strive to complete or to provide, such as "Ensure that customers receive complete and accurate information." Goals are more concrete statements of achievement which can be measured, such as "95% of all copy orders will be completed within the timeframe specified for each type of order." Such objectives and goals must be developed by employees directly responsible for the accomplishing the work. The questions used to measure the goals, after testing and revising, will become a base instrument which can also be used by other BLM public rooms.

The New Mexico State Office is conducting a Technical Procedures Review of their public rooms. This review, coincidental to the project, will provide an excellent opportunity to develop, review, and test a customer satisfaction measure. While the instrument will be designed to measure public user satisfaction, it may be altered for internal customer satisfaction measurement.

Two offices are involved in this effort. The New Mexico State Office is the office primarily involved, with support and assistance from Montana State Office. Montana has agreed to test the instrument in their State, and possibly some field offices.

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BLM PUBLIC ROOM CUSTOMER SATISFACTION PROJECT PLAN WORK BREAKDOWN

Major Tasks	Employees	Date Begin	Date End
Review functional statements - NM & MT and develop draft objectives, goals and questions for TPR	Spencer	12/90	1/91
Participate in NM TPR	SC; NM; MT	3/91	3/91
Write TPR final report	NM	4/91	5/91
Develop objectives, goals & draft public questionnaire	NM; Spencer	6/91	6/91
Review questionnaire	MT	6/91	6/91
Prepare final questionnaire	Spencer	6/91	6/91
Prepare ICB* request for public questionnaires	Spencer; WO-771	6/91	7/91
Develop data base for questionnaire tally in DBase	Spencer	7/91	8/91
Mail questionnaires & collect responses	Spencer; NM; MT	10/91	10/91
Provide data entry of responses into DBase	sc	11/91	11/91
Analyze responses	Spencer	11/91	11/91
Complete M & L report; courtesy copies to NM; MT; WO-700	Spencer	11/91	12/91

^{*}ICB - Information Collection Budget - all agencies are required to request permission from the Department prior to collecting information from members of the public.

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UNITED STATES
DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT
SERVICE CENTER
DENVER FEDERAL CENTER, BUILDING 50
P.O. BOX 25047
DENVER, COLORADO 80225-0047

In Reply Refer To: 1400-410 M & L 1270 TP

October 31, 1991

Memorandum

To:

Monte Jordon

From:

Wendy Spencer

Subject:

M & L Project Update

On August 30, 1991, I sent you copies of my submission to Headquarters for clearance through the Office of Management and Budget, as well as the Word Perfect report format. At that time, I advised you that because the approval process with OMB takes at least four months, delays might occur. It now appears that the BLM employee handling the requests has been on extended sick leave and that the project completion date may be extended by at least three months from my original estimate of April, 1992 to at least July, 1992. Clearly, this timeframe is becoming unworkable.

During my conversation with you on October 28, we agreed that to expedite the completion of the project, I would downsize the scope of my project to include only the work completed to date, and exclude testing results. When OMB approval is received, I will test the customer satisfaction survey as agreed, and write an addendum to my project paper. With these changes, I will plan on completing the project in November, 1991, with the addendum complete approximately July, 1992.

If you concur with these changes as my M & L project sponsor, please sign below and return to me. If not, please indicate your preferred changes to the timeframe and/or scope.

Thanks for your support.

I concur:	in the
-	
Date:	1//5/9/



Public Room Policy Statement

It is the policy of the Bureau of Land Management to provide assistance to members of the public, State and Federal agencies, and BLM employees through the local office public room. This assistance will consist of, but is not limited to:

- 1. Maintaining a Public Room in which BLM records, such as land status plats, survey field notes, serial register pages, case files, and other publicly available records are maintained for public inspection.
- 2. Providing research and interpretation of BLM records.
- 3. Providing research training on the use of BLM records.
- 4. Answering general questions on BLM activities and procedures.
- 5. Providing information in the form of brochures, packets, handouts, maps, and other material.

The Bureau of Land Management provides information to customers in an efficient and cost effective manner. Overall customer satisfaction is the primary goal of the public room.

Public Rest Pelley Statement

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PUBLIC ROOM OBJECTIVES AND GOALS

1. Operates a public room/public information center.

OBJECTIVES

- --Responds to inquiries from the public, BLM employees, and government entities regarding public land records, regulations, and procedures for filing land use application, mining claims, etc.
- --Provides training and assistance in land records interpretation and in the use of the manual and automated records system.
- --Acts as the first point of contact by answering telephone or in-person inquiries, taking orders for copies, providing general information, and, if necessary, referring callers to others when appropriate.
- --Provides technical guidance and assistance to District and Area offices in public room standards, methods, and state policy.
- --Provides and maintains public records for viewing by public and other users.

GOALS

- a. 90% of all walk in and telephone customers are assisted immediately.
- b. 90% of written inquiries are answered within 24 hours.
- c. 90% of telephone customers requesting information which requires research are provided the information within 24 hours.
- d. Training in public land manual and automated records is at the appropriate level for 90% of those receiving training.
- e. 90% of all callers will have a positive experience when calling, visiting, or writing BLM. Customer satisfaction is expected to increase over time.
- f. Copy requests are mailed or given to requestors in the time frame promised in 90% of cases.
- g. 100% of District or Area public inquiry employees have received training or guidance from the State Office public room employees within the first 3 months of job assignment, or have received update training yearly.
- h. Public land records are current and easily locatable by 90% of users.

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- De 1078 of District of Arms public depairs amployees have received to the State Office bers considered by the first I months of tob said to be said to be
- A Public land seconds are crured; and sanily locatedia by

2. Operates and maintains records.

OBJECTIVES

- --Provides initial data entry services into case recordation and corrections as needed.
- --Stores, microfilms, maintains, and distributes paper/microfilm copies of public land records.

GOALS

- a. Data entry into case recordation is 95% accurate.
- b. Data entry is completed and validated within three days of receipt.
- c. Paper/film copies of records are updated and distributed within three days of change.

3. Provides collection activities.

OBJECTIVES

- --Provides accounting functions, such as collections, billings, and transfer services on land record related activities.
- --Provides technical assistance to Districts and Areas in all matters of collection, billings, and other accounting functions.
- --Formally accepts and date stamps applications and other filings.

GOALS

- a. 100% of District and Area collection officers are provided training in accounts/collections by the State Office public room within 3 months of job assignment.
- b. Accounting functions are accomplished with an error rate of no more than 2% of total number of transactions.
- 90% of customers are provided answers to accounting questions within one hour of inquiry.

Operation and assertable records.

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Xerox Corporation ISO/CSD 7900 Westpark Drive A400 McLean, Virginia 22102 703-442-6700

July 16, 1991

Ms. Wendy Spencer U.S. Department of the Interior c/o Bureau of Land Management Denver Federal Center, Building 50 Denver, Colorado 80225-0047

Dear Ms. Spencer:

As a follow up to your request for TQM assistance, I have included a revised survey that I believe will meet your requirements. In addition, I have included copies of the periodic surveys that we send to decision makers, key operators, and administrators so that you can see the subtle differences.

In my opinion, question one (1) would be the key driver of customer satisfaction. If your customers check off the Very Satisfied or Satisfied blocks, you should consider them as satisfied. If they check off Neither Satisfied Nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied, you should consider them dissatisfied. This question measures overall customer satisfaction and the others measure specific areas of satisfaction/dissatisfaction. At Xerox, 91% of our customers are satisfied (they checked the very satisfied or somewhat satisfied blocks). Our goal in 1991 is 93% satisfied and in 1993 we are moving toward 100% satisfied. In addition, I have included some of the output reports that we use to track customer satisfaction results on a monthly basis.

Please feel free to call me at 703-442-6728 (Xerox) or 301-403-4530 if you have any questions.

Very truly yours,

XEROX CORPORATION

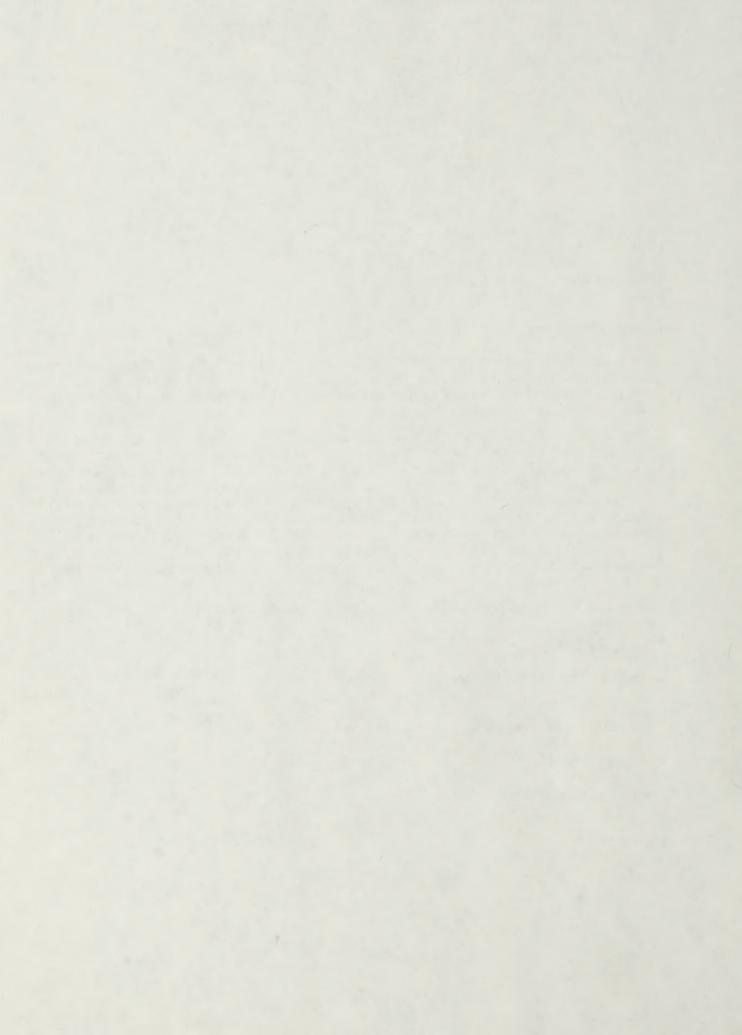
Charles P. Kendig Quality Officer

Integrated Systems Operations

CPK:mrr

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1989
Winner



XEROX CUSTOMER SATISFACTION SURVEY: DECISION-MAKERS

i) Professionalism

	This questionnaire should be completed by t							
	complete the questionnaire.	,	o, oxpo		, oaaa.			,
	SECTI	ONI: GE	NERAL S	ATISFACTION	ON			
		Ve Satis		Somewhat Satisfied	Neither Sat		Somewhat Dissatisfied	Very Dissatisfie
1.	Based on your recent experience, how satisfied are you with Xerox?]					
2.	Based on your recent experience, would yo	Defin	itely	Probably	Might o		Probably Not	Definitely Not
	acquire another product from Xerox?		ו					
3.	Based on your recent experience, would yo recommend Xerox to a business associate?	u)					
		Ve Satis	•	Somewhat Satisfied	Neither Sat		Somewhat Dissatisfied	Very Dissatisfie
4.	How satisfied are you overall with the quality of:							
-	a) Your Xerox product(s)		כ					
1	b)Sales Support you receive		כ					
	c)Technical Service you receive)					
	d)Administrative Support you receive		כ					
	e)Handling of Inquiries]					
	f)Supplies support you receive]					
	g)XeroxUser Training		ו					
	h)Xerox Supplied Documentation		ן					
	Please complete 4i and 4j only if you a personal computers and wordprocessors)		lecision	maker for	systems p	roducts	(printers, v	workstatio
	i) Your Xerox supplied software]					
	j) Xerox Systems Analyst Support)					
	k)Telephone Hotline Support	C]					
	S	ECTION II	I: SALES	SUPPORT				
5.			iomewhat Satisfied	Neither Sat Nor Dissat		newhat satisfied	Very Dissatisfied	Not Applicable
	a) Timeliness of response to your inquiries							
	b) Frequency of contact to review your needs							
	 Frequency of contact to provide information about new Xerox products and services 							
1	d) Product knowledge							
	e) Application Knowledge							
	f) Understanding of your business needs							
	g) Accuracy in explaining terms / conditions							
	h) Ability to resolve problems							

7		SECTION III: CUSTO	MER SUPPOR	T .		
u.	What was the purpose of your most rec	ent call to Xerox? [Inquiry [Haven't called, c	an't answer (ski
7.	How long ago did you make this call?	☐ less than 3 months	3-6 months	s 🔲 6-12 months	Greater t	han 12 months
8.	What Xerox function did you contact?	□Sales □Service □Telephone Hotline Su		Collection		Relations Group
9.	How satisfied are you with the support you received?	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
	a) Ability to get to the right person(s) quickly					
	b) Attitude of Xerox personnel who assisted you					
	c)Ability to provide a solution			. 🗆		
	d)Time required to provide a solution					
	e)Effectiveness of the solution					
	f)Overall satisfaction with support received					
0.	What specific things can we do to incre for your feedback!	ase your satisfactio	n with Xerox,	our products ar	d our services	? Thank you
=						
	To the state of th					
Vau	r Name					
Posi						
Tel #	*				Account 1234567	
Date		_			123430/	07

XEROX CUSTOMER SATISFACTION SURVEY: ADMINISTRATION

Very

Satisfied

SECTION I: GENERAL SATISFACTION

Somewhat Neither Satisfied

Nor Dissatisfied

Satisfied

Somewhat

Dissatisfied

Very

Dissatisfied

1.	Based on your recent experience,							
••	how satisfied are you with Xerox?							
					Might or	Probably	Definitely	
		Def	initely	Probably	Might Not	Not	Not	
2.	Based on your recent experience, would y	ou .						
	acquire another product from Xerox?							
3.	Based on your recent experience, would y	ou						
	recommend Xerox to a business associate	?						
			/ery	Somewhat	Neither Satisfied	Somewhat	Very	
1.	How satisfied are you overall with	Sat	tisfied	Satisfied	Nor Dissatisfied	Dissatisfied	Dissatisfied	
•	the quality of:							
	a) Your Xerox product(s)							
	b) Sales Suport you receive							
	c)Technical Service you receive							
	d)Administrative Support you receive							
	e)Handling of Inquiries							
	f) Supplies support you receive							
	g)Xerox User Training							
	h)Xerox Supplied Documentation							
	Please complete 4i and4j only if you workstations, personal computers and			dministrati	on for systems	products (pri	nting systems	
	i) Your Xerox supplied software							
	j) Xerox Systems Analyst Support							
	k)Telephone Hotline Support							
	SECTIO	ONII: A	MINISTRA	TIVE SUPP	ORT			
						•		
5.	How satisfied are you with your Xerox invoices with regard to:	Very Satisfied	Somewhat Satisfied	Neither Sa Nor Dissat			Not Applicable	
	a) Timeliness of receipt							
	b) Clarity / ease of understing							
	c) Accuracy							
	d) Ease of correcting billing errors							
-	e) Correct application of payment to your							
	account							

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SECTION III	CHISTOMAED	CHIDDODT
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	What was the purpose of your most recei	nt call to Xerox?	☐ Inquiry		Haven't called, car to Question 10)	n't answer (ski
7.	How long ago did you make this call?	Less than 3 months	□3-6 months	☐ 6-12 month	s 🗌 Greater than	12 months
8.	What Xerox function did you contact?	Sales		Collection	lies mer Relations Grou	p
9.	How satisfied are you with the support you received?	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
	a) Ability to get to the right person(s) quickly					
	b)Attitude of Xerox personnel who assisted you					
	c) Ability to provide a solution					
	d)Time required to provide a solution					
	e)Effectiveness of the solution					
	f) Overall satisfaction with support received					
0.	What specific things can we do to increa for your feedback!	se your satisfactio	n with Xerox	, our products ar	nd our services?	Thank you
- 2						
"						
You	ır Name					
	ition					
Tel		_		Account #		
Dat	е	_		123456789		

XEROX CUSTOMER SATISFACTION SURVEY: OPERATORS - C/D

F	e answer the following questions with reference to your Xerox, serial #,
	SECTION IN CENTRAL SATISFACTION

Very

Satisfied

1.

SECTION I: GENERAL SATISFACTION

Somewhat Neither Satisfied

Nor Dissatisfied

Satisfied

Somewhat

Dissatisfied

Very

Dissatisfied

1.	Based on your recent experience, how satisfied are you with Xerox?							
		De	finitely	Probably		ght or ht Not	Probably Not	Definitely Not
2.	Based on your recent experience, would y acquire another product from Xerox?	ou						
3.	Based on your recent experience, would y recommend Xerox to a business associate			0				
			Very Itisfied	Somewhat Satisfied	Neithe	r Satisfied ssatisfied	Somewhat Dissatisfied	Very Dissatisfied
4.	How satisfied are you overall with the quality of:							
	a) Your Xerox product(s)							
	b) Sales Support you receive							
=	c) Technical Service you receive							
	d) Administrative Support you receive							
	e) Handling of Inquiries							
	f) Supplies support you receive							
	SECTION	II: PRO	DUCT, SER	VICES and S	UPPLIE:	S		
5.	Based on your recent experience, how							
	satisfied are you with the performance	Very Satisfied	Somewhat Satisfied	Neither Sat Nor Dissat		Somewhat Dissatisfied		Not Applicable
	a) Hardware features and capabilities							
	b) Ease of use							
	c) Frequency with which service is needed							
	d) Copy quality							
	e) Stability of copy quality							
	f) Frequency of paper jams							
	g) Ease of clearing paper jams							
	h) Amount of 'up' time							
6.	How satisfied are you with Xerox	Very	Somewhat	Neither Sa	tisfied	Somewhat	Very	Not
	Technical Service with regard to:	Satisfied	Satisfied	Nor Dissat	isfied	Dissatisfied	Dissatisfied	Applicable
	a) Ease of obtaining technical service							
-	b) Response time for service calls							
	c) Time required to repair the machine							
	d) Service Rep's overall ability to repair the							
	machine							
	e) Ability to repair the machine on the 1st visit							
	f) Service Rep's professionalism							

and the following generality with p			
Commission and make in both			
Francis X rooms and an artist and an artist			

SECTION II: PRODUCT, SERVICES and SUPPLIES

	520110		JOC1, JEI	1425 0110 50			
5	How satisfied are you with Xerox Suppl support with regard to:	ies Very Satisfied	Somewhat Satisfied	Neither Sati			Not Applicable
	a) Ease of ordering supplies from Xerox						
	b) Speed of Xerox supplies delivery						
	c) Quality of supplies purchased from Xerox						
	S	ECTION III	: CUSTON	IER SUPPORT			
8.	What was the purpose of your most rece	ent call to	Xerox? □	Inquiry		Haven't called, c	an't answer (
9.	How long ago did you make this call?	☐ less than	3 mon 🔲 3-6	months	☐ 6-12 months	☐ Greater tha	an 12 months
0.	What Xerox function did you contact?		Service [Relations Gro		Collection 🗌 Supp	lies	
1.	How satisfied are you with the support you received?		Very itisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
	a)Ability to get to the right person(s) quickly						
	b)Attitude of Xerox personnel who assisted you						
	c)Ability to provide a solution						
	d)Time required to provide a solution						
	e)Effectiveness of the solution						
	f)Overall satisfaction with support received						
2.	What specific things can we do to incre for your feedback!	ase your s	atisfaction	with Xerox,	our products ar	nd our services	? Thank yo
You Posi	Name	_					
Tel #	+	_			ount # 456789		

Overall Percent Satisfied Trend Data Integrated Syste. Operations 1989, 1990 & May, 1991 YTD

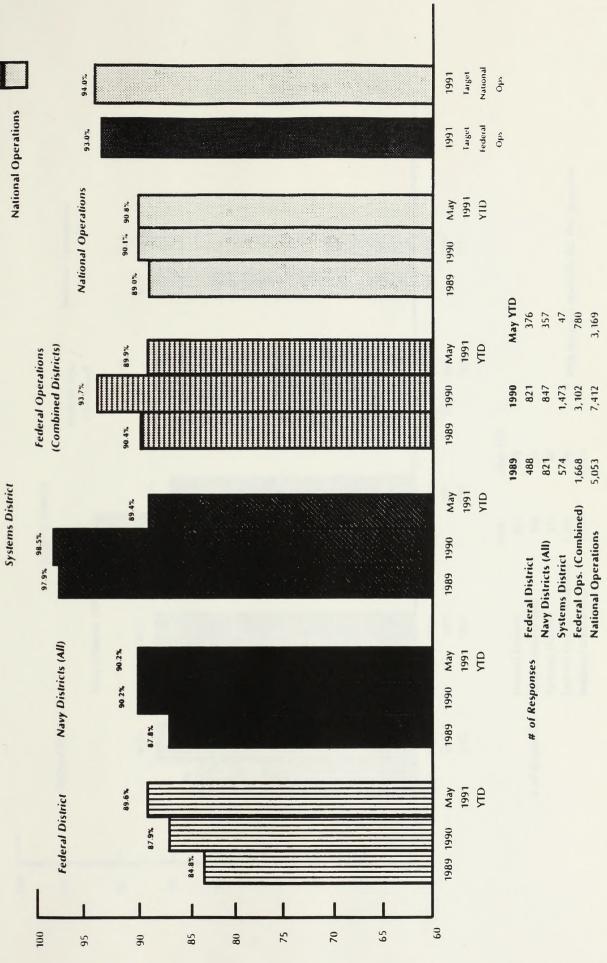
Federal District

Navy District

Systems District

Federal Ops. Combined

Question: How satisfied are you with Xerox?

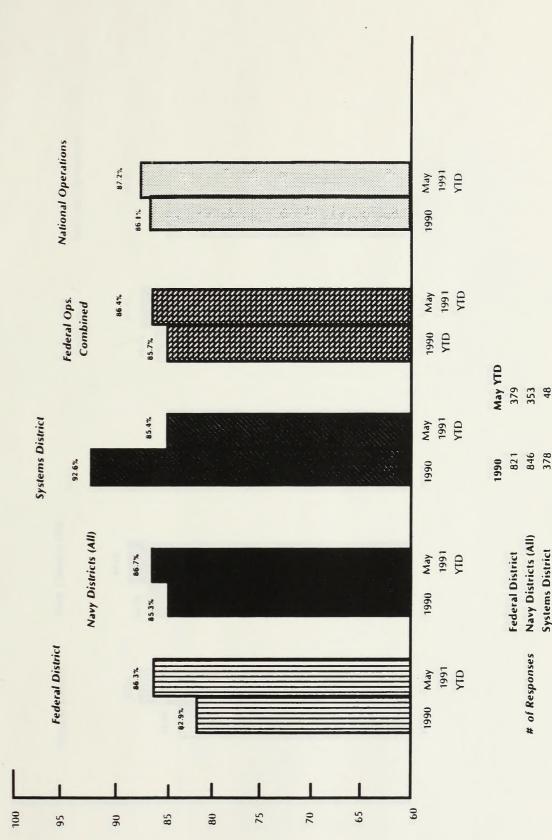


Integrated Systems Opera

Overall Percent Satisfied Trend Data 1990 & May, 1991 YTD *

Question: Would you acquire another product from Xerox?

Federal District
Navy District
Systems District
Federal Ops. Combined
National Operations



* 1989 data not available for this question

780

2,045 7,387

Federal Ops. (combined) National Operations

Overall Percent Satisfied Trend Data

meganea systems open

1990 & May, 1991 YTD *

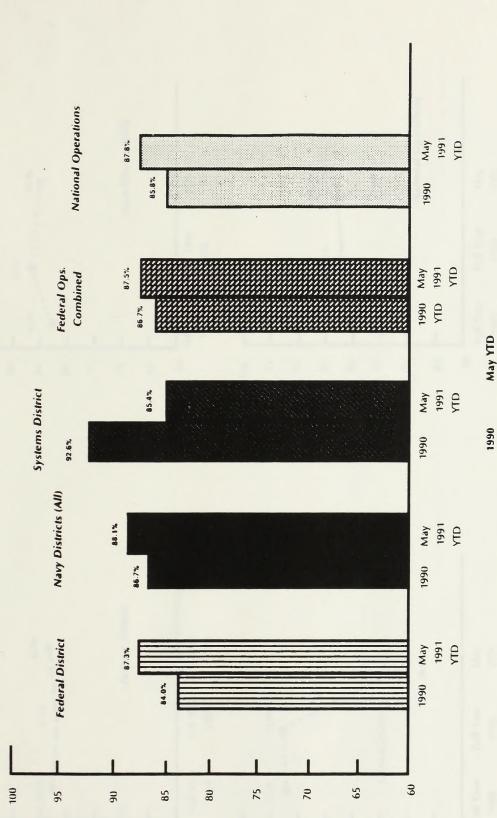
Question: Would you recommend Xerox to a business associate?

Navy District **Systems District**

Federal District

Federal Ops. Combined

National Operations



* 1989 data not available for this question

779 3,123

Federal Ops. (combined)

National Operations

48

377 354

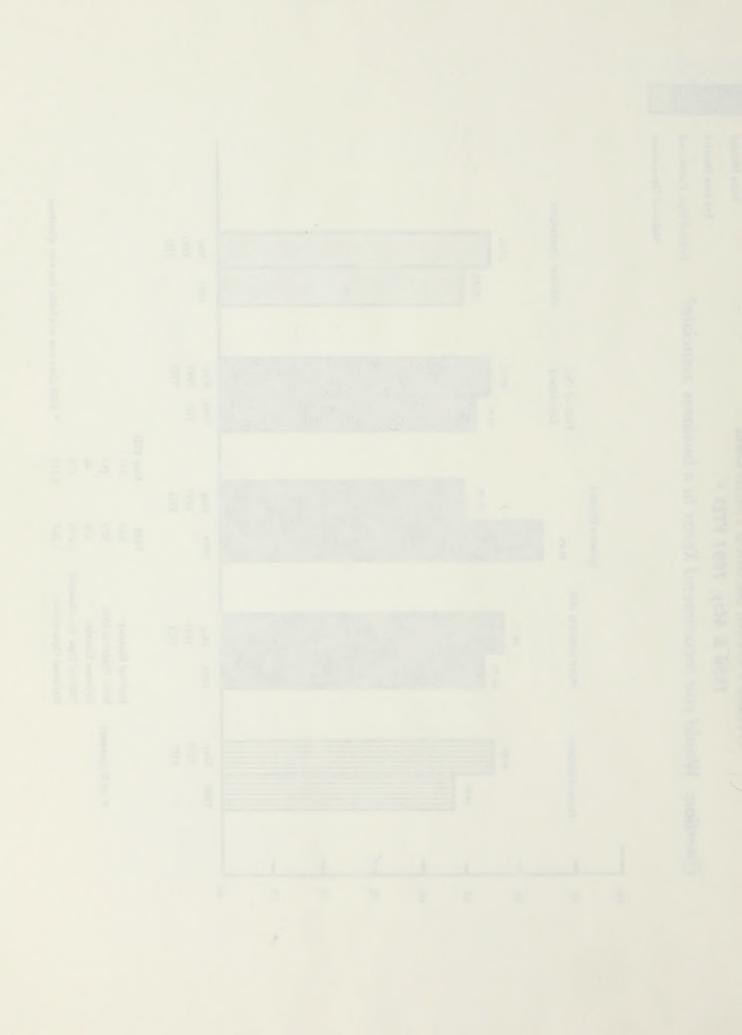
804

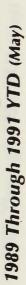
828 378 2,010 7,267

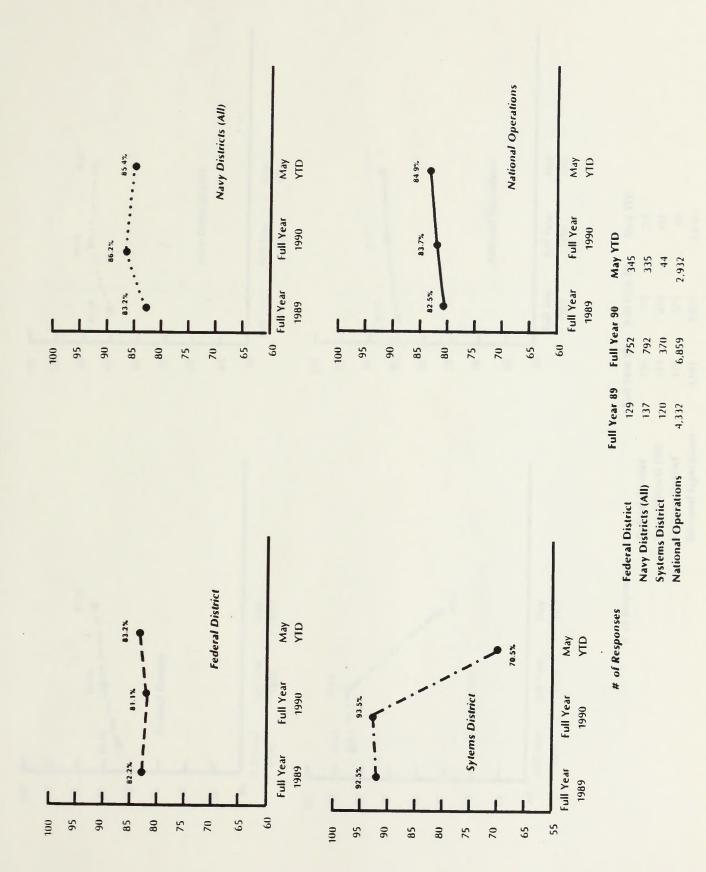
Navy Districts (All) **Systems District**

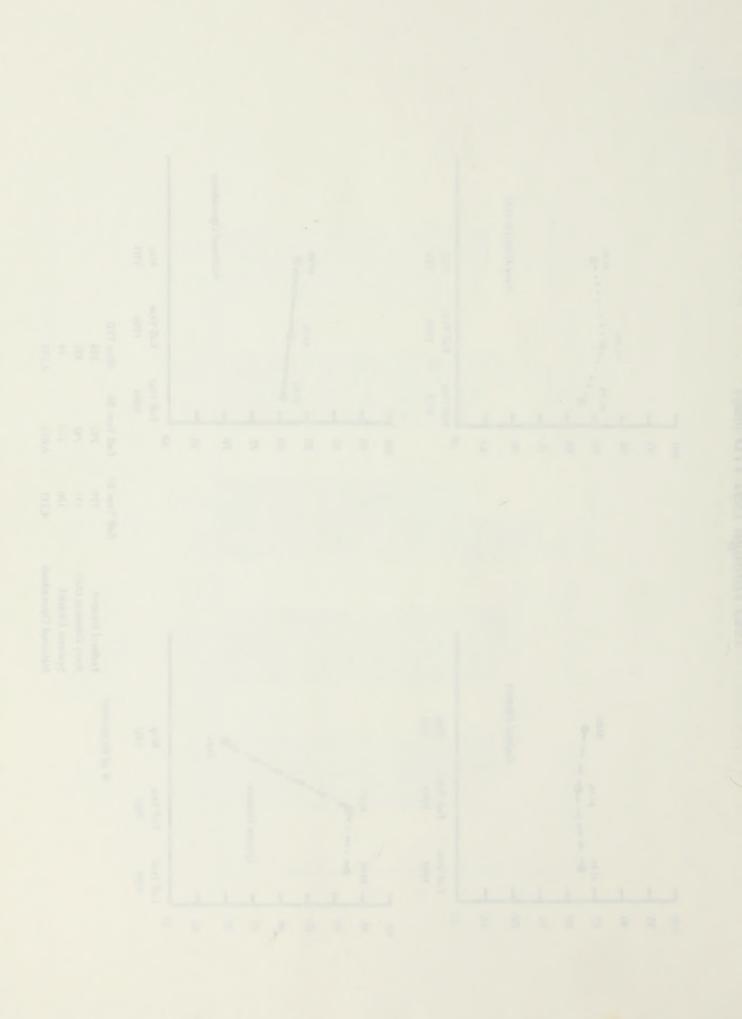
of Responses

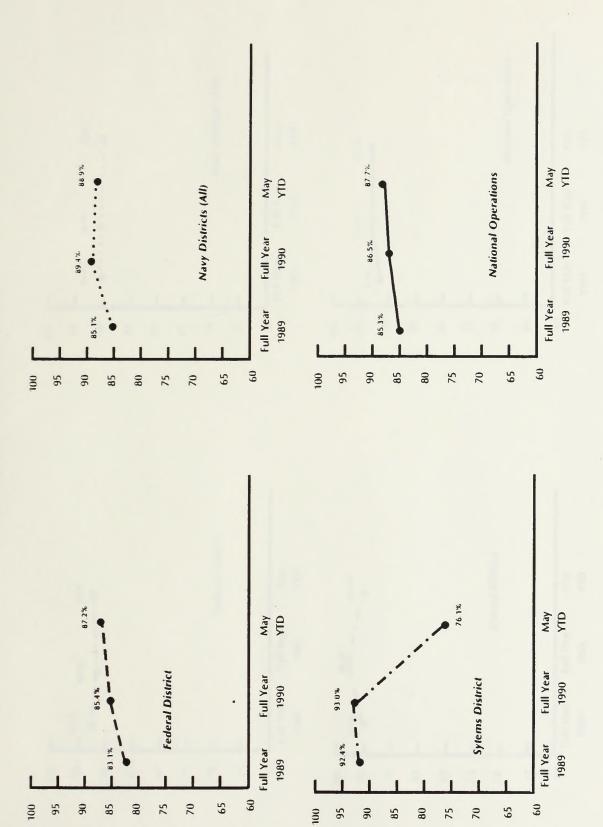
Federal District



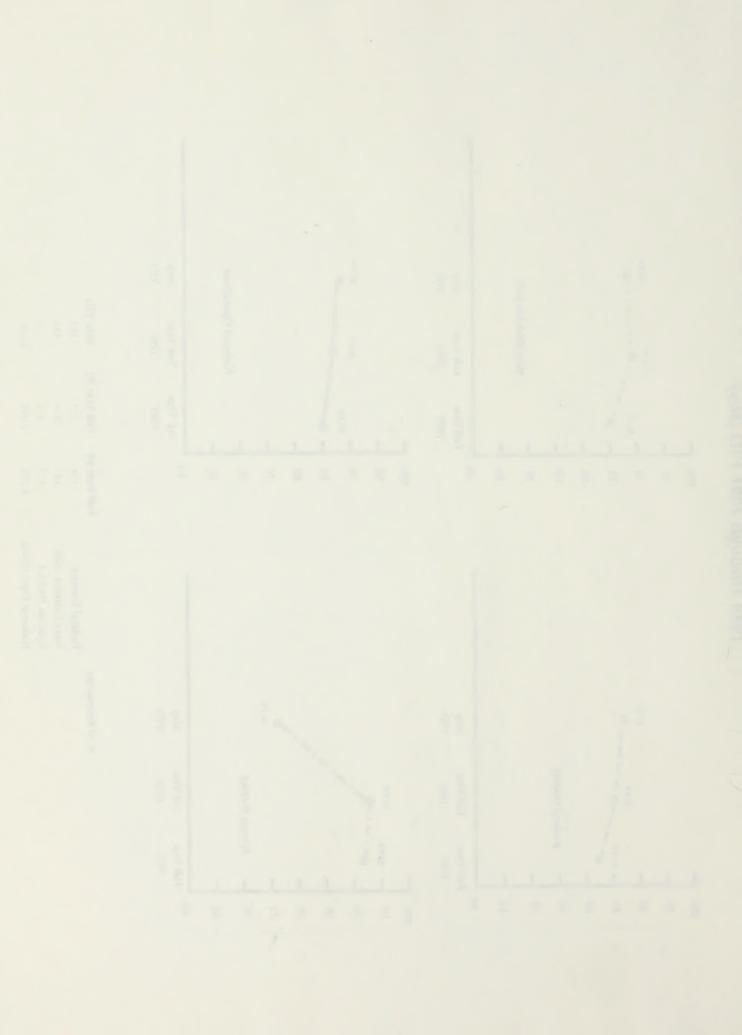




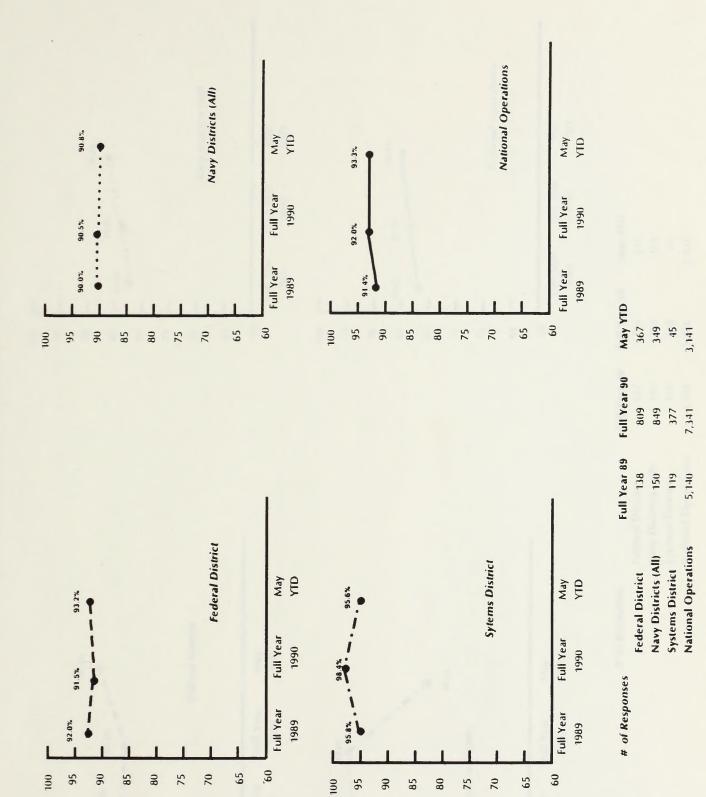




# of Responses	Federal District Navy Districts (All)	Full Year 89 136 141	Full Year 90 775 818	May YTD 351 343
	Systems District National Operations	4,591	7,054	46 3,016

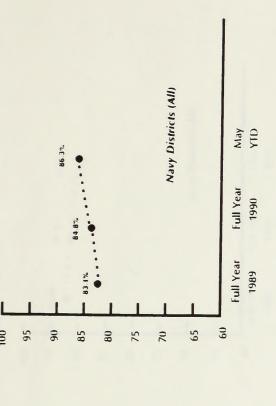


1989 Through 1991 YTD (May)



95





Federal District

83.5%

80

75 70

100

95

90 85 May

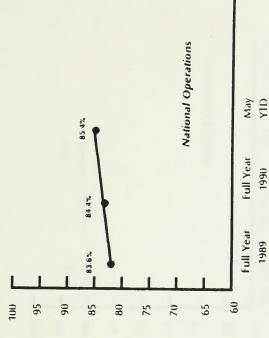
Full Year

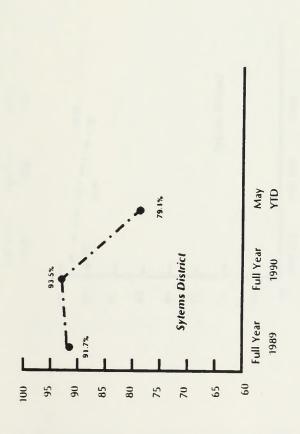
Full Year

9

65

1989



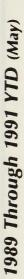


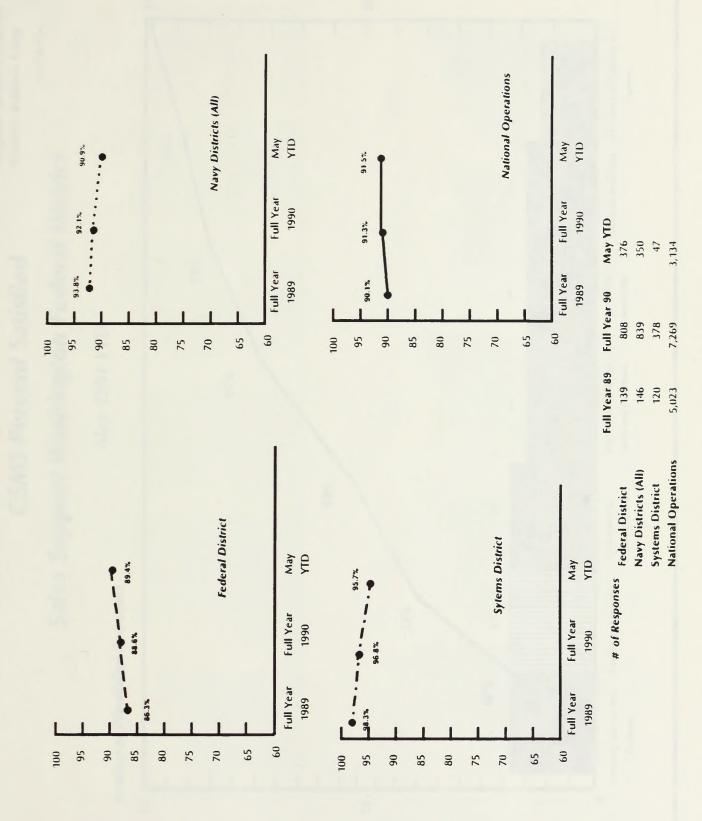
of Responses

	Full Year 89	Full Year 90
Federal District	127	754
Navy Districts (All)	136	784
Systems District	119	369
National Operations	4,380	6,826

May YTD 337 329 43

2,933

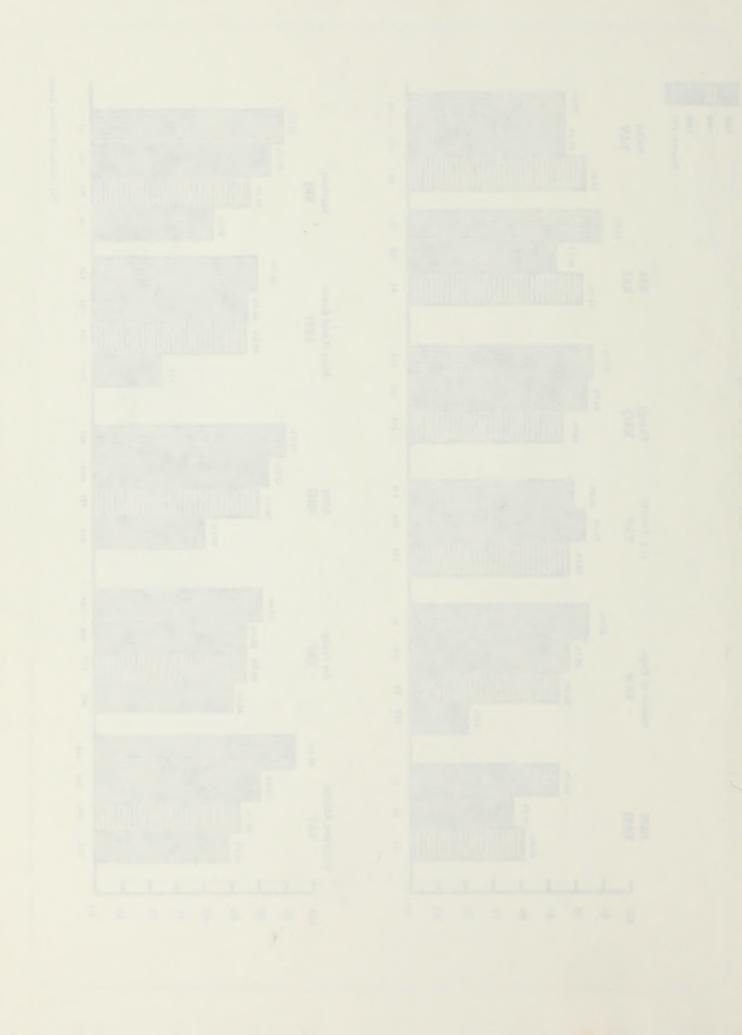




1 100% 20% Integrated Systems Operations **Customer Relations Group** Posted 06/14/91 Product Knowledge Timeliness of Response to Inquires %06 Sales Support Washington Federal District 1, **CSMS Percent Satisfied** %94 Application Knowledge * May 1991 YTD Accuracy in Explaining **Ferms and Conditions** 62% Customer Needs Understanding * * Number of Dissatisfied Responses Providing Info. on New Frequency of Contact 32% 8 **16%** * 25

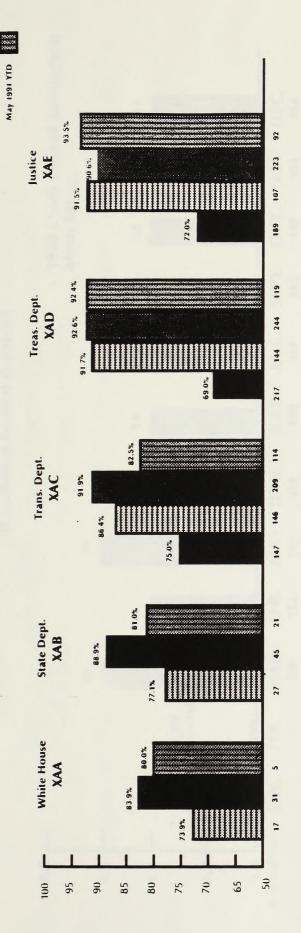
ed Irena Data ror ANACS

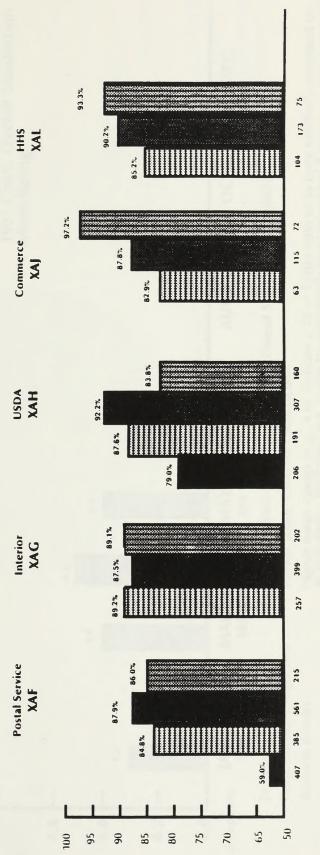
Overall rercent sal

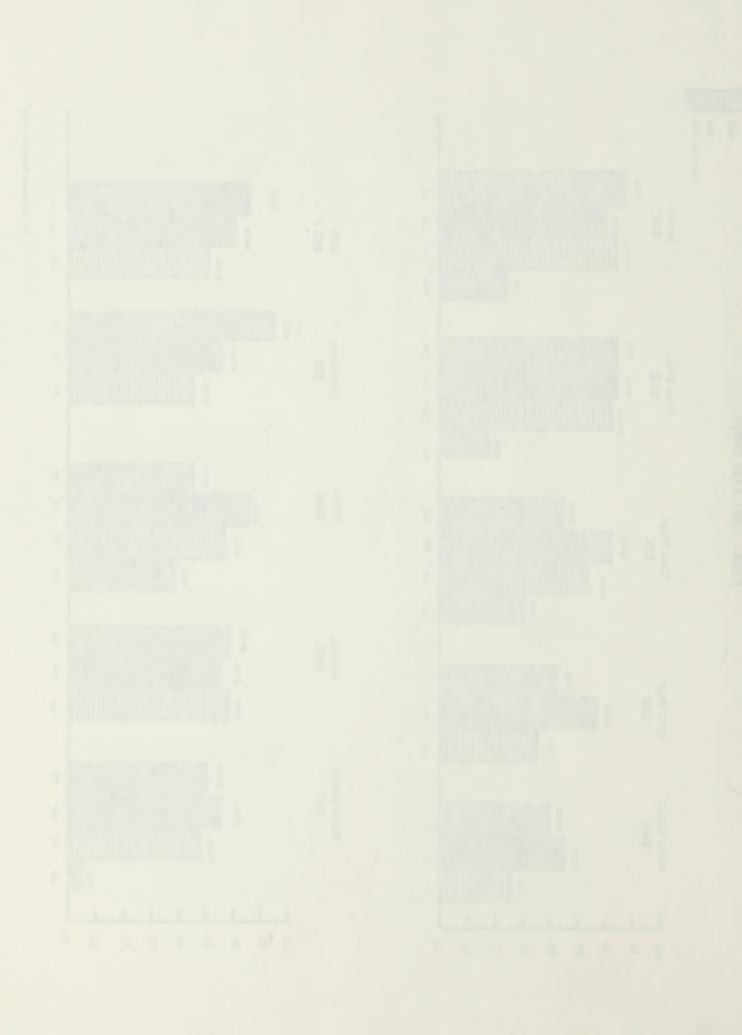


and a systems Operations

1988 - 1991 YTD (May)





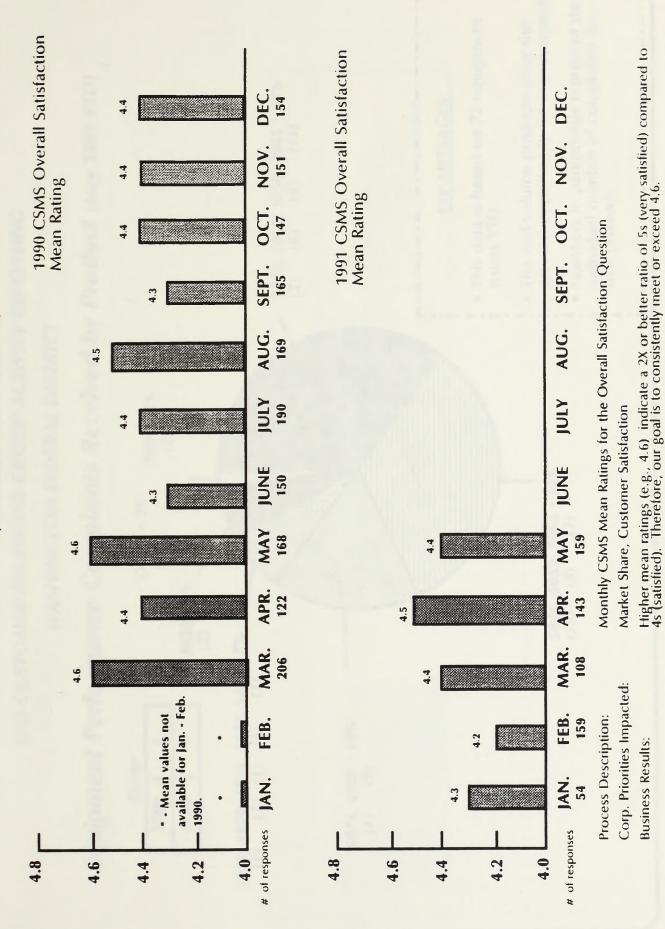


CSMS MEAN RATING TRENDS - 1990 through 1991 YTD (May) ISO CUSTOMER RELATIONS GROUP ACTIVITY REPORTING

Mean CSMS

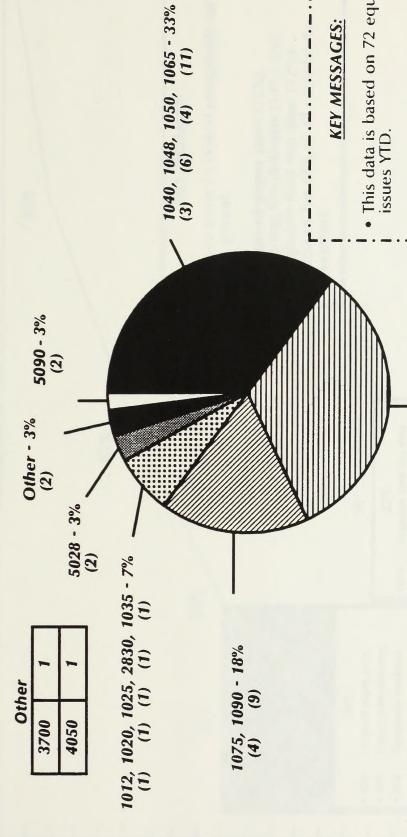
Rating

(Combined Federal Districts)



ISO CUSTOMER RELATIONS GROUP ACTIVITY REPORTING WASHINGTON FEDERAL DISTRICT

Equipment Performance Complaints Received by Product (May 1991 YTD)

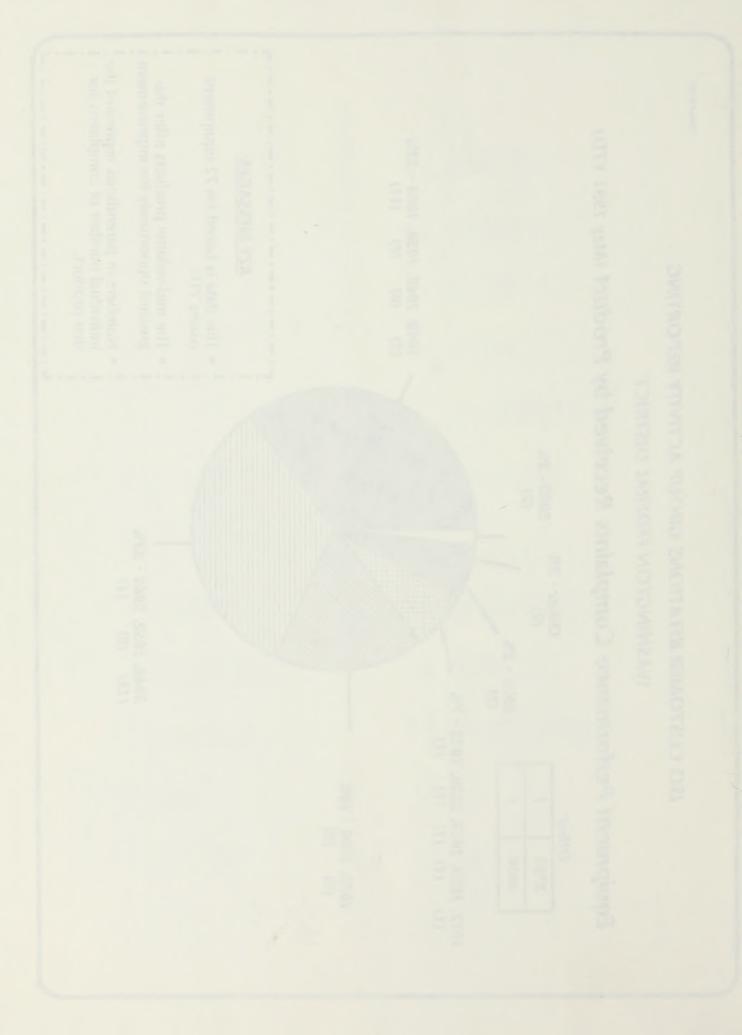


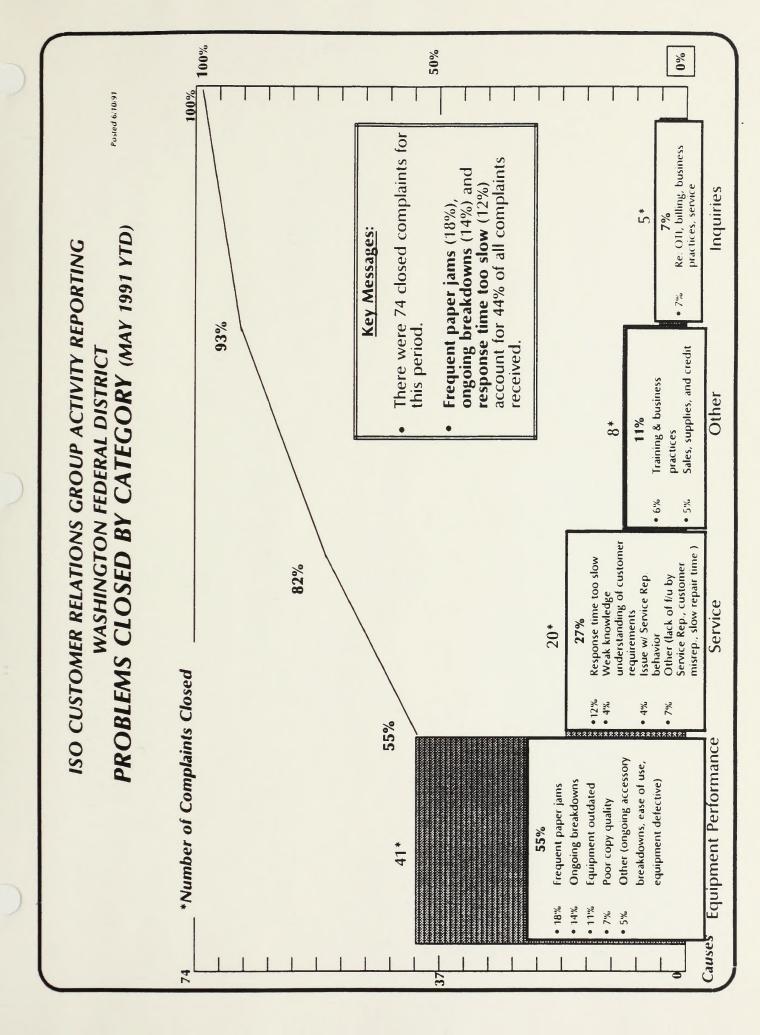
KEY MESSAGES:

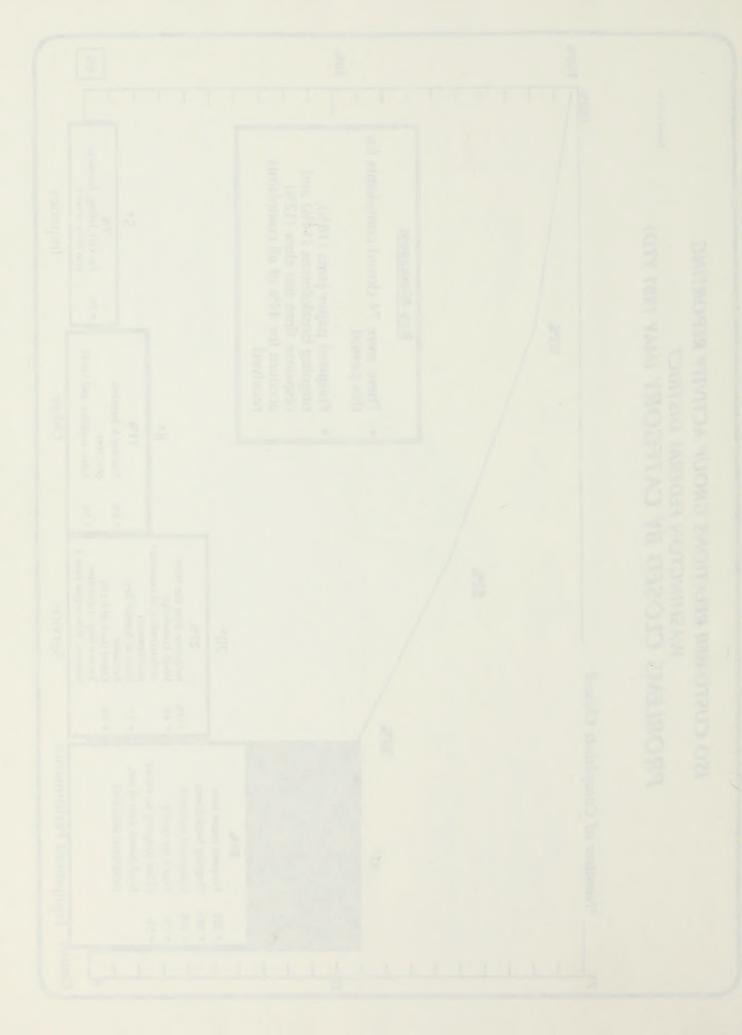
- This data is based on 72 equipment issues YTD.
- greatest opportunity for improvement. The mid-volume products offer the

5046, 5052, 5065 - 33% (15) (8) (1)

 Numbers in parenthesis represent the individual number of complaints for that product.







BUREAU OF LAND MANACRATERY

Autora - Delive Room Continues Sandardon

Transfer of the same

As a per of the turner of land Musiconer's total quelog musiconess efforts, we are conductors on a final policy of service and service and

Our recepts show you recently consumed a 15.54 painter noon. Your response to be enclosed questions will not us to be the many your made.

Please lake a few minutes to complete the relatived questionnaire, fold it with the address on the extends and rangle or says for pages closes. You may drop it to a resulting no postege is required.

spiral year for your health.

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process the process has remain to the same of the same of the same and the same purpose which are not processed for the same processed and the same processed an

Survey - Public Room Customer Satisfaction

Please check one answer per question. If the question is not applicable to your situation, go to the next question.

• Ability to ge				Dissatiatied	Satisfied	Dissatisfied	Unknow
• Time require	person quickly personnel who assisted you ed to provide solution faction with support received						
In your most	recent contact with the BLM pu	blic room,	did you:				
	Visit a BLM office. Telephone a BLM office. Write to a BLM office.						
	while to a BLM office.						
low long ago	did you make this contact with	the BLM I	Public Ro	om?			
	Less than three months. More than three months, less the Six months or longer.	nan six mon	oths.				
f you visited	a BLM Public Room, how quick	aly did you	receive p	ublic room a	ssistance?		
	Immediately. I had to wait for an employee to I needed assistance, but did not I did not need assistance. I did not visit a BLM Public Ro	receive any					

named to the same and the same and

6.	If you telepho	oned a BLM Public Room, how quickly did you receive the information you requested?
		Within one week of request.
		Within two weeks of request.
		Within three weeks of request.
		Longer than three weeks of request.
		Did not receive requested information.
		I received the requested information at the time of my telephone call.
		I did not telephone a BLM Public Room.
7.	If you wrote	to a BLM office, how quickly did we respond?
		Within one week of request.
		Within two weeks of request.
		Within three weeks of request.
		Longer than three weeks of request.
		My inquiry was not answered.
		I did not write to a BLM office.
8.	The assistance	e in using BLM records and computers provided by the public room staff was:
	П	Very helpful.
		Somewhat helpful.
		Neither helpful nor not helpful.
	H	Not helpful.
		No attempt to help was made.
	П	Did not need or request assistance.
		Don't know.
9.	Have your req	uests for copies of BLM documents been received in the timeframe promised?
		Yes.
		No.
		Did not request copies.
10.	BLM records i	in the public room are:
10.	55	in the public room are.
-		Generally up to date.
		Sometimes up to date.
		Rarely up to date.
		Adequate for my needs.
		Don't know

•

BLM records l	
	Easy to find.
	Sometimes easy to find.
	Difficult to find.
	Don't know.
If you had a qu	uestion about your BLM account, did the answer you received meet your needs?
п.	Yes.
ō	No.
ō	I had no questions about accounts.
er Ko	
	hings can we do to increase your satisfaction with our BLM Public Room? Thank y
for your help!	

material in the gunierone. Which you need to regardly here	

Public Room Customer Satisfaction Survey

SURVEY ADMINISTRATION INSTRUCTIONS:

Survey Administration

- 1. Once a year the survey will be administered for one week.
- 2. Select a week most likely to obtain a representative sample of customers. Do not select a holiday week or a week with an unusual event.
- 3. Establish an "in-box" or other special area with a visible sign for return of surveys.
- 4. Notify your mailroom of the survey and provide instructions for appropriate delivery.
- 5. Your office address and a return business reply indicia or a metered postage strip is a <u>must</u>!
- 6. Maintain a record of the number of surveys sent out (include those handed out in person). This is important to determine the rate of return.
- 7. Request that each walk-in customer complete the survey and return it to the collection area or mail it in.
- 8. Obtain the name and address of each telephone customer if possible. Mail a survey to each one (but only once!)
- Include a survey in the envelope of each response to a write-in inquiry received.

Survey Tallying

- Separate all returned surveys into groups by the contact method. The categories are: "walk-in", "telephone", "write-in".
- 2. Using a blank survey form for each category, count all of the responses to each question.
- 3. Using the WordPerfect scoring program, place the totals of each of the walk-in questions into the appropriate blanks.
- 4. Calculate the scores using the directions found in the "Comment" boxes of the scoring program.
- 5. Name and save the WordPerfect survey tally for printing, i.e. "Write", "Tele", "Visit", or an identifier of your choice.
- 6. Repeat the Survey Talley instructions #3-#5 for the groups of responses for telephone inquiries and for written inquiries.

Public Room Customer Satisfaction Survey

INSTRUCTIONS FOR USE OF WORDPERFECT SCORING PROGRAM:

For your convenience:

- 1. Tab stops and mathematical formulas are built into this form.
- Use the "down arrow key" to reach the appropriate line and then,
- 3. Use the "ALT-right arrow key" to reach the appropriate column for data entry.
- 4. For question #1, enter the results of your questionnaire response count in the appropriate "Very Satisfied, Satisfied, Neither Satisfied/Dissatisfied, Somewhat Satisfied, Very Dissatisfied, or Unknown" rating column.
- Calculate the results for question #1 before continuing. See steps 1-7 below, "Calculating Results".
- 6. For question #2-4 and #6-12, enter the results of your questionnaire response count in the "Total Responses" column.
- 7. The results for questions #2-4 and #6-12 must be calculated. See steps 1-7 below, "Calculating Results".

INSTRUCTIONS FOR CALCULATING RESULTS OF SURVEY TALLY:

To execute the calculate command and to see your results,

- 1. Position your cursor within the table area.
- 2. Display the Math/Columns menu (ALT F7).
- 3. Select 5) Math.
- 4. Select 1) Calculate.
- 5. A "Please Wait" message will appear during the calculation process.
- 6. When the "Please Wait" message ends and the calculation process is over, the "Table Edit" menu reappears.
- 7. Exit (F7) from the menu to return to your document.

PRINT INFORMATION:

- 1. This WordPerfect scoring program was developed using WP5.1.
- 2. The Public Room Customer Satisfaction Survey form uses the HP "WordPerfect" cartridge. Fonts used: 8pt, 10pt, 12pt, 14pt, and 18pt CG Times; Courier 10cpi.
- 3. The WordPerfect Survey Tally form uses Courier 10cpi and Line printer 16.67 cpi.
- 4. The printer selection for these documents was HP Laserjet Series II.





Based on your recent experience, how satisfied are you with the Bureau of Land Management Public Room? (Note: This section of the results calculation will be divided into four segments -visits, telephone contacts, written contacts, and overall results.)

For those who visited a BLM office:

· Ability to get to right person quickly

			Rating					Pe	Percentage of Rating Total	of Rati	ng Tota	-	
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied Satisfied	Satisfied	Neither Satisfied Dissatis	Somewha	t Very d Dissatis Unknown	Unknown	TOTAL
3.2	18	15	19	7	24	115	28	16	13	17	9	6 21	101
	• Atti	ude of	• Attitude of personnel who assisted vou	l who a	ssisted	non							

	Total	66
1	Unknown	25
ng Tota	Very Dissatis	5
of Rati	Somewhat Satisfied	5
Percentage of Rating Total	Neither Satisfied Dissatis	14
Pel	Satisfied	19
	Very Satisfied	31
	TOTAL	115
	Unknown	29
	Very Dissatis	9
Rating	Somewhat	9
	Neither Satisfied Dissatis	16
	Very Satisfied Satisfied	22
	Very Satisfied	36

· Time required to provide solution

	TOTAL	102
1	Unknown	15
ng Tota	Very Dissatis	10
of Rati	Somewhat Satisfied	17
Percentage of Rating Total	Neither Satisfied Dissatis	10
Per	Satisfied	14
	Very Satisfied Satisfied	36
	TOTAL	115
	Unknown	17
	Very Dîssatis Un	11
Rating	Somewhat Satisfied	19
	Neither Satisfied Dissatis	11
	Very Satisfied Satisfied	16
	Very Satisfied	41

			Rating					Da	Dercentage	of Rating	nd Total	-	
Very	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Some	> 4	Unknown	TOTAL
48	15	13	12	20	7	115	42	13	11	10	17	9	66
Ŀ	For those who telephoned a BLM offic	who tel	ephoned	a BLM o	ffice:								
	· Ability	ity to g	get to ri	right per	person qui	quickly							
			Rating					Pe	Percentage	of Rating	ng Total	5	
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
4	2	1	1	2	0	10	40	20	10	10	20	0	100
	· Attitude	of	personnel	who	assisted	1 you							
			Rating					Pe	Percentage	of Rating	ng Total	. 11	
Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
2	1	0	2	1	1	10	50	10	0	20	10	10	100
	· Time	required	d to provide		solution								
			Rating					Pe	Percentage	of Rating	ng Total	וו	
Very Satisfied	Satisfied	Neither Satisfied Dissatís	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL	Very Satisfied	Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very Dissatis	Unknown	TOTAL
3	٣	L	-	(

possed asserting - adopte drove continues postponerion

		TOTAL	100		Ţ.		TOTAL	100			TOTAL	100			TOTAL	00.
	1	Unknown	0			1	Unknown	30		T)	Unknown	25		1	Unknown	
	ng Total	Very Dissatis	0			ng Total	Very Dissatis	20		ng Total	Very Dissatis	15		ng Total	Very Dissatis	
	of Rating	Somewhat Satisfied	10			of Rating	Somewhat Satisfied	10		of Rating	Somewhat Satisfied	5		of Rating	Somewhat Satisfied	
	Percentage	Neither Satisfied Dissatis	0			Percentage	Neither Satisfied Dissatis	2		Percentage	Neither Satisfied Dissatis	10		Percentage	Neither Satisfied Dissatis	
	Pel	Satisfied	20			Pel	Satisfied	15		Per	Satisfied	20		Per	Satisfied	
q		Very Satisfied	70				Very Satisfied	20			Very Satisfied	25			Very Satisfied	
received		TOTAL	10		quickly		TOTAL	20	you		TOTAL	20			TOTAL	
support		Unknown	0	••			Unknown	9	assisted		Unknown	5	solution		Unknown	
with		Very Dissatis	0	office	ght person		Very Dissatis	4	who		Very Dissatis	3	provide so		Very Dissatis	
satisfaction	Rating	Somewhat Satisfied	1	te a BLM	get to right	Rating	Somewhat Satisfied	2	personnel	Rating	Somewhat Satisfied	1	to	Rating	Somewhat Satisfied	
		Neither Satisfied Dissatís	0	those who wrote a BLM office:	to	g-da	Neither Satisfied Dissatis	ı	of		Neither Satisfied Dissatis	2	required	Ī	Neither Satisfied Dissatis	
· Overall		Satisfied	2	r those	· Ability		Satisfied	3	• Attitude		Satisfied	4	· Time		Satisfied	
		Very Satisfied	7	For			Very Satisfied	4			Very Satisfied	2			Very Satisfied	

Last generals - active news constitutes additionary

		TOTAL	100			TOTAL	101			TOTAL	100			TOTAL	66
	1	Unknown	0		1	Unknown	21		1	Unknown	24		1	Unknown	12
	ng Total	Very Dissatis	5		ng Total	Very Dissatis	5		ng Total	Very Dissatis	7		ng Total	Very Dissatis	12
	of Rating	Somewhat Satisfied	10	, on	of Rating	Somewhat Satisfied	15		of Rating	Somewhat Satisfied	9		of Rating	Somewhat Satisfied	16
	Percentage	Neither Satisfied Dissatis	15	written contacts:	Percentage	Neither Satisfied Dissatis	12		Percentage	Neither Satisfied Dissatis	12		Percentage	Neither Satisfied Dissatis	10
	Per	Satisfied	30	written	Per	Satisfied	16		Per	Satisfied	19		Per	Satisfied	15
T		Very Satisfied	40	hone and		Very Satisfied	28			Very Satisfied	32			Very Satisfied	34
received		TOTAL	20	its, telephone		TOTAL	145	you		TOTAL	145			TOTAL	145
support		Unknown	0	vis		Unknown	30	assisted		Unknown	35	solution		Unknown	18
with		Very Dissatis	1	<u>u</u>		Very Dissatis	13	who		Very Dissatis	10	provide so		Very Dissatis	17
satisfaction	Rating	Somewhat Satisfied	2	total of over	Rating	Somewhat Satisfied	22	personnel	Rating	Somewhat Satisfied	6	to	Rating	Somewhat Satisfied	23
		Neither Satisfied Dissatis	3	n for t		Neither Satisfied Dissatis	12	of		Neither Satisfied Dissatis	18	required		Neither Satisfied Dissatis	15
· Overall		Satisfied	9	Calculation for total Ability to get to		Satisfied	23	. Attitude		Satisfied	27	· Time		Satisfied	22
		Very Satisfied	8	Ca		Very Satisfied	40			Very Satisfied	46			Very Satisfied	50

Spinst hander - hopits you conform brigadish

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	· Over	Overall satisfaction with support received	sfaction	with s	upport	receive	d						
			Rating					Pe	Percentage of Rating Total	of Rati	ng Tota	1	
Very Satisfied	Very Satisfied Satisfied	Neither Satisfied Dissatis	Somewhat Satisfied	Very	Unknown	TOTAL	Very Satisfied	Very Satisfied Satisfied	Neither Satisfied Dissatis	Somewhat Very Satisfied Dissatis	Very Dissatis	Unknown	TOTAL
63	23	16	15	21	7	145	43	16	11	10	14	5	66

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
2. In your most recent contact with the BLM public room, did you:					
Visit a BLM office.	115	145	79.31		
Telephone a BLM office.	10	145	6.90		
Write to a BLM office.	20	145	13.79		
3. How long ago did you make this contact with the BLM public room?					
Less than three months.	58	145	40.00		
More than three months, less than six months.	22	145	15.17		
Six months or longer.	10	145	6.90		

				95.28					20 10 10 10 10 10		The continue of disciple county		The contract of the contract o	
The second of the second secon	NAME AND ADDRESS OF THE PARTY O	Trees down catego mingray.	the first possible point when were code on the sale of	SACTOR AND DESCRIPTIONS	THE SELECTION OF DESK OFFICE AND A SECOND OF THE PERSON OF	- SERVER OF SERVERSE	The last devel of the last terms of the last terms and terms are the last terms and terms are the last terms and terms are the last terms are the			The state of the s	The first of the second of the	Service of Observed and American State of the State of th		

BUREAU OF LAND MANAGEMENT Survey Results - Public Room Customer Satisfaction

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
4. If you visited a BLM office, how quickly did you receive public room assistance?					
Immediately.	38	115	33.04		
I had to wait for an employee to assist me.	15	115	13.04		
I needed assistance, but did not receive any.	10	115	8.70		
I did not need assistance.	28	115	24.35		
I did not visit a BLM public room.	6	115	7.83		
6. If you telephoned a BLM public room, how quickly did you receive the information you requested:					
Within one week of request.	3	10	30.00		
Within two weeks of request.	2	10	20.00		
Within three weeks of request.	1	10	10.00		
Longer than three weeks of request.	1	10	10.00		
Did not receive the requested information.	ĸ	10	30.00		
I received the requested information at the time of my phone call.	2	10	20.00	2	
I did not telephone a BLM public room.	12	10	120.00		

STREET DESCRIPTION TO THE STREET AND STREET

BUREAU OF LAND MANAGEMENT Survey Results - Public Room Customer Satisfaction

	of Responses	rotal Overall Responses	% of Total Response	Total of Visits	% of Overall Response
7. If you wrote to a BLM office, how quickly did we respond:					
Within one week of request.	8	20	40.00		
Within two weeks of request.	9	20	30.00		
Within three weeks of request.	2	20	10.00		
Longer than three weeks of request.	2	20	10.00		
My inquiry was not answered.	1	20	5.00		
I did not write to a BLM office.	1	20	5.00		
8. The assistance in using BLM records and					
computers provided by the public room staff					
Very helpful.	32	115	27.83	145	22.07
Somewhat helpful.	12	115	10.43	145	8.28
Neither helpful nor not helpful.	5	115	4.35	145	3.45
Not helpful.	15	115	13.04	145	10.34
No attempt to help was made.	5	115	4.35	145	3.45
Did not need or request assistance.	26	115	22.61	145	17.93
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BUREAU OF LAND MANAGEMENT Survey Results - Public Room Customer Satisfaction

	Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
	Have your requests for copies of BLM documents been received in the timeframe promised?					
	Yes.	78	115	67.83		
	No.	32	115	27.83		
	Did not request copies.	6	115	7.83		
10.	BLM records in the public room are:					
	Generally up to date.	49	115	42.61		
	Sometimes up to date.	17	115	14.78		
	Rarely up to date.	4	115	3.48		
	Adequate for my needs.	12	115	10.43		
	Don't know.	18	115	15.65		
11.	BLM records located in the public room, which you need to research, are:					
	Easy to find.	68	115	59.13		
	Sometimes easy to find.	28	115	24.35		
	Difficult to find.	13	115	11.30		
	Don't know.	21	115	18.26		

BUREAU OF LAND MANAGEMENT Survey Results - Public Room Customer Satisfaction

Survey Question	Number of Responses	Total Overall Responses	% of Total Response	Total of Visits	% of Overall Response
12. If you had a question about your BLM account, did the answer you receive meet your needs?					
Yes.	87	145	60.00		
No.	9	145	4.14		
I had no questions about accounts.	37	145	25.52		

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Request for OMB Review

request both an Executive Order 12291		Send three copies of this form, the paperwork—three copies of the support	
Paperwork Reduction Act. Answer all questions in Part I of this reque 291, complete Part II and sign the regul best is for approval under the Paperwork	datory certification if this	Office of Information and Regulator Office of Management and Budget Attention: Docket Library, Room 32	
20. ship Part II, complete Part III and sign t		Washington, DC 20503	
RT I.—Complete This Part for All Re	equests.		
Department lagency and Bureau lottice originati	ng request		2. Agency code
Department of Interior Bureau of Land Management			1 0 0 4
Wendy Spencer teleprotection of the protection	region by this request		Telephone cumpe: (303) 236-6642
Survey - Public Room Custo	mer Satisfaction		
egal authority for information collection or rule		w, or Executive Order)	
OSCo	EU 12037		
ffected public (check all that apply)		5 🗵 Federal agend	cies or employees
Individuals or households	3 X Farms	6 X Non-profit ins	titutions
X State or local covernments	4 . X Businesses or other for-p	rofit 7 $\overline{\mathbf{X}}$ Small busines	sses or organizations
RT II. —Complete This Fart Only It t	he Request is for OMB Rev	iew Under Executive Order 12291	
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Regulation Identifier Number (RIN)	_		
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ype of submission (blieck one in each caregory. Dassification	Stage of development	Type of review requi	estea
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		lity Assurance" "Public Opinion Poll"	
		tion area customer satisfaction is neede	
		ents necessary to meet specific total qu	
	the information	on to improve assistance, timeliness, an	d
information needs of the public.			
4. Type of information collection (check only one)			
Information collections not contained in rules			
1 X Regular submission 2	Emergency submission	(certification attached)	
Information collections contained in rules			
3 E. Sting regulation (no change proposed) 6 Fina	al or interim final withou	ui prior NPRM — Zi juges date it expected at autoorf	* 14
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© Final CAPRM was previously guidished B.	i fregero, sum so	Street Constituted Interview of the	
5. Tipe if the lew requested (check only one)			
X New objection	/	4 — Period of of a previously and over 1 or entrol of all of a previously and over 1 or entrol of all of all of a previously and over 1 or entrol or entrol of a previously and over 1 or entrol or en	
2 Pevision of a correctly approved collection	d callantina	5	
3 Extension of the expiration date of a currently approve without any grange in the substance or in the method	of collection	5 Existing cohection in use without at ISMS control number	
6. Agency report form number(s) (include standard) optional f.		22. Purpose of information collection (check as main) as apply)	
the transfer of the later of th		1 Application for benefits	
1120-8		2 X Program evaluation	
7. Annual reporting or disclosure burden		3 General purpose statistics	
1 Number of respondents	400	4 Regulatory or compliance	
2 Number of responses per respondent	1	5 🔀 Program planning or management	
3 Total annual responses (line 1 times line 2)	400	6 Research	
4 Hours per response	.08	7 Audit	
5 Total Bours (Intel Stimes Intel 4)	32	22.5	
8. Annual recordkeeping burgen		23. Frequency of recordkeeping or reporting (check all that apply)	
1 Number of recordkeepers		1 Recordkeeping	
2 Annual hours per recordkeeper.		Reporting	
3 Total recordkeeping hours (line 1 times line 2)		2 On occasion	
4 Recordkeeping retention period	years	3 Weekly	
9. Total annual burden		4 Monthly	
1 Requested (line 17-5 plus line 18-3)	32	5 Quarterly	
2 In current OMB inventory	0	6 Semi-annually	
3 Difference (line 1 less line 2)	32	7 🔀 Annually	
Explanation of difference		8 Biennially	
4 Program change	+32	9 Otner (describe)	
5 Adjustment	mher	24. Respondents' obligation to comply (check the strongest obligation t	hat worker
	, inde		0.000
None 11. Requested expiration date		1 X Voluntary 2 Pequired to obtain or retem a benefit	
three years from the date of appr	oval	3 E. Mandarory	
		purpose of the collection related to Federal education programs?	X
26. Does the agency use sampling to select respondents or doe by respondents?		or statistical analysis	Yes X h
7. Regulatory authority for the information collection			Maria and the second second
CFR:	or FR _	; or, Other (specify):	
Paperwork Certification	the conier official ar	an authorized representative, certifies that the requirements of 5 CE	5 12 10 .
acy Act, statistical standards or directives, and any other ap			. 7.0
gnature of program official		Date	
Assistant Director, Support Servi		Bureau ICCO	
ignature of agency head, the settlor official or an authorized re	presentative		

\$415 Covernment Fronting Office, 1985-478-665-19762

LETTERHEAD

Memorandum

To: Chief, Directives and Regulatory Management, PMI

Through: Assistant Director, Support Services

From: Chief, Division of Information Resources Management

Subject: Approval of Information Collection Burden Hours Not

Included in the Current ICB

Enclosed is a package for approval of burden hours not included in the current ICB. The information requested in this collection involves the responses from members of the public about the degree of satisfaction with BLM public room services and products.

The need for this information collection evolved because attaining a high level of customer satisfaction is a primary building block in productivity improvement, an activity mandated by Executive Order 12637 dated April 27, 1988. Measuring satisfaction will help determine where productivity efforts should best be directed. BLM public room customers are one of this agency's most frequent visitors to field offices, and one of the highest users of public room records and information; thus determining the satisfaction level of these customers with BLM public rooms will be valuable information to facilitate achievement of productivity goals.

The scope of the information collection is limited. The instrument is a survey to be administered yearly for an entire week to all members of the public who contact BLM public rooms. This instrument will be tested in two Bureau field offices, and revised if necessary. Estimated burden hours will also be updated if the actual figures are significantly different from those stated. No Privacy Act information will be collected, and only aggregates of the information will be used for analysis.

Computations collected from the surveys will be used to determine overall the satisfaction level with specific BLM public rooms, and the areas needing improvement. The information can be used to plan additional training, modify staffing, or adjust procedures. The consequences on not collecting this information include:

⁻No information will exist about the level of satisfaction of a significant agency customer base.

⁻The agency will be unable to meet productivity goals.

⁻The requirements of Executive Order 12637 will not be satisfied.

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Subject: Approval at Information Collection Surday Water War

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Public interest will be served by collecting this information, since feedback by the direct public will enable BLM to more effectively serve this particular client base.

If you have questions about this information collection request, please contact Gerri Jenkins at 653-6105.

Public interest will be served by collecting this information, since feedback by the direct public will snable SLM to more effectively serve this particular

If you have questions about this information collection request, please

Public Room Customer Satisfaction Survey Supporting Statement

A. Justification

- 1. By Executive Order 12637 of April 27, 1988, The President of the United States established a comprehensive program to improve productivity throughout all Executive departments and agencies. The goal of this program is to improve the quality, timeliness, and efficiency of services provided by the Federal Government, and to achieve an annual average productivity increase of three percent. This information is being collected in order to accurately determine a baseline of efficiency from which additional productivity can be achieved and documented.
- 2. Information will be collected by means of a questionnaire (BLM form no. 1120-8) administered to members of the public who write, telephone, or visit BLM State Offices, New Mexico or Montana. The information collection will be limited to one week annually. Respondents may mail or return the questionnaire in person to the Bureau for tallying. This questionnaire is strictly voluntary, with no demographic or personal identifiers included. The purpose of this instrument is to collect information to determine a baseline of customer satisfaction. The information will be used to compare against specific productivity goals and to assess where additional service improvements are needed.

Members of the public contact public rooms either in person, or by writing or telephoning. Information is needed about the method of contact and the overall efficiency of service provided by BLM. Other services provided by the public room include providing photocopies, general assistance, records research, and deposit accounts information for members of the public. Questions have been designed to measure these specific areas. Also are two questions designed to measure overall level of satisfaction and areas needing improvement. Without information included in this questionnaire, productivity goals cannot be met, nor can areas needing improvement be ascertained. Consequences of not collecting this information include:

- -No information would exist about the level of satisfaction of a significant agency customer base.
- -The agency will be unable to meet productivity goals.
- -The requirements of Executive Order 12637 will not be satisfied.
- 3. Information collected includes the general satisfaction of customers with the service and efficiency of the Bureau public room. Responses submitted on form 1120-8 will be tallied and placed in a specific report format.
- 4. No similar information pertaining to the satisfaction of Bureau customers is available.
- 5. No information is available which can be used in lieu of the information to be collected.

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- 6. Information is collected from a variety of customers, which may include small businesses or the general public. Excluding responses from the overall customer base is impractical.
- 7. Initially, this information collection will be used as a prototype to test the survey instrument. Annual collection will provide information for possible budget adjustments, performance reviews, and management planning. Collecting this information less than annually would prevent the early detection of areas needing productivity improvement.
- 8. This information being collected is consistent with guidelines in 5 CFR 1320.6.
- 9. Department of Interior Janet Bishop (FTS 268-2825) provided review coordination by cooperative agreement with Xerox Corporation. No public review or comment was solicited. However, this information will be published in the Federal Register and comments from the public, if any, will be considered.
- 10. No Privacy Act information will be collected.
- 11. No questions of a sensitive nature will be asked.
- 12. Total cost to the Federal Government of preparing, photocopying, mailing, and tallying the questionnaire is estimated at \$4324.00 (or approximately \$10.81 per response). This figure includes:

Questionnaire preparation - \$4,000 (100 hours @ \$40.00 per hour) Photocopying - \$80.00 (400 X 4 pages @ \$.05) Mailing - \$29.00 (100 @ \$.29)

- Note: approximately 100 of the questionnaires will be mailed Return postage paid - \$35.00 (100 @ \$.35)
Tallying responses - \$200.00 (10 hours @ \$20.00 per hour).

Cost to respondents is estimated to be \$1.60 each, or a total of \$640, based on \$20.00 per hour for time spent reading instructions, answering questions and returning the questionnaire. These figures have been estimated, based on costs for other similar collection efforts.

Because this information collection is new, these figures are estimated as accurately as possible. Figures will be updated as the need arises.

13. It will take an average of five minutes (.08 hours) for an applicant to supply the requested information. This includes the time needed to read and understand instructions, and to complete the questionnaire. The questionnaire does not require the respondent to collect or maintain data, but seeks an opinion on the quality of service provided by the BLM public room. Estimated completion time for the average response time was based on completion of the questionnaire by BLM employees. The questionnaire will be administered yearly, for an entire week, in two BLM State Offices. Approximately 400 questionnaires are expected to be returned to BLM.

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If this request is approved for collection, the current inventory will be increased by thirty-two burden hours. The burden hours were not included in the current ICB as this is a new information collection. The annual burden is calculated as follows:

- 400 estimated respondents
- X .08 estimated completion time
 - 32 estimated burden hours
- 14. Since this is a new information collection there are -0- burden hours in the current inventory, but the inventory is expected to be increased by the thirty-two burden hours being requested.
- 15. Not applicable.
- B. Collection of Information Employing Statistical Methods

This section is not applicable. Statistical methods are not employed.



BUREAU OF LAND MANAGEMENT

Survey - Public Room Customer Satisfaction

Dear Public Room Customer:

As a part of the Bureau of Land Management's total quality management efforts, we are conducting a survey of public room customers to obtain feedback about the quality of service and areas where improvements are needed most.

Our records show you recently contacted a BLM public room. Your responses to the enclosed questions will help us to better meet your needs.

Please take a few minutes to complete the attached questionnaire, fold it with the address on the outside, and staple or tape the pages closed. You may drop it in a mailbox; no postage is required.

Thank you for your help.

State Director

PAPERWORK REDUCTION STATEMENT

This information is being collected to provide information to the Bureau of Land Management regarding public reception/information services, and will be used to evaluate and improve these services to members of the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. No Privacy Act information is being collected.

ESTIMATED BURDEN STATEMENT

Public reporting burden for this form is estimated to average five minutes per response, including the time for reviewing instructions, gathering and maintaining data, and completing and reviewing the form. Direct comments regarding the burden estimate or any other aspect of this form to the Bureau Information Collection Clearance Officer, Bureau of Land Management, 1849 C Street NW, Washington, D. C. 20240; and the Office of Management and Budget, Paperwork Reduction Project, OMB # [to be assigned], Washington D. C. 20503 (202) 395-7340.

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BUREAU OF LIND MANAGEMENT

Survey Public Room Cott oner Satisfaction

State Polific Room Customers

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BUREAU OF LAND MANAGEMENT

Survey - Public Room Customer Satisfaction

Please check one answer per question. If the question is not applicable to your situation, go to the next question.

Room?		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Dissatisfied	Unknown
Attitude of pTime require	t to right person quickly ersonnel who assisted you d to provide solution faction with support received						
In your most i	recent contact with the BLM pul	blic room,	did you:				
	Visit a BLM office.						
	Telephone a BLM office. Write to a BLM office.						
					·		
How long ago	How long ago did you make this contact with the BLM Public Room?						
	Less than three months. More than three months, less the Six months or longer.	nan six moi	nths.				
If you visited a	a BLM Public Room, how quick	Iy did you	receive p	oublic room a	ssistance?		
	Immediately.						
	I had to wait for an employee to	o assist me					
	I needed assistance, but did not	receive an	y.				
	I did not need assistance.						
	I did not visit a BLM Public Ro	∞m.					
If you visited a	BLM Public Room, what is you	ur level of	expectation	on regarding	the time f	rame with	in which

TVERMEDAYOR OF LAND M. OVACEMENTOR

6.	lf you telepho	oned a BLM Public Room, how quickly did you receive the information you requested?
		Within one week of request.
		Within two weeks of request.
		Within three weeks of request.
		Longer than three weeks of request.
		Did not receive requested information.
		I received the requested information at the time of my telephone call.
		I did not telephone a BLM Public Room.
7.	If you wrote	to a BLM office, how quickly did we respond?
		Within one week of request.
		Within two weeks of request.
		Within three weeks of request.
		Longer than three weeks of request.
		My inquiry was not answered.
		I did not write to a BLM office.
8.	The assistance	e in using BLM records and computers provided by the public room staff was:
		Very helpful.
		Somewhat helpful.
		Neither helpful nor not helpful.
		Not helpful.
		No attempt to help was made.
		Did not need or request assistance.
		Don't know.
		•
9.	Have your red	quests for copies of BLM documents been received in the timeframe promised?
		Yes.
		No.
		Did not request copies.
10.	DI M monando	in the public room and
10.	DEM records	in the public room are:
		Generally up to date.
		Sometimes up to date.
		Rarely up to date.
		Adequate for my needs.
		Don't know.

11.	BLM records	located in the public room, which you need to research, are:
		Easy to find. Sometimes easy to find. Difficult to find. Don't know.
12.	If you had a q	uestion about your BLM account, did the answer you received meet your needs?
		Yes. No. I had no questions about accounts.
13.	What specific (for your help!	things can we do to increase your satisfaction with our BLM Public Room? Thank you

-

EO 12637

Title 3-The President

Executive Order 12837 of April 27, 1988

Productivity Improvement Program for the Federal Government

By virtue of the authority vested in me as President by the Constitution and laws of the United States of America, including the Budget and Accounting Act of 1921, as amended, and in order to further improve a comprehensive program for the improvement of productivity throughout all Executive departments and agencies, it is hereby ordered as follows:

Section 1. There is hereby established a government-wide program to improve the quality, timeliness, and efficiency of services provided by the Federal Government. The goal of the program shall be to improve the quality and timeliness of service to the public and to achieve an annual average productivity increase of 3 percent in appropriate functions. Each Executive department and agency will gradually include appropriate functions in the Productivity Improvement Program, so that by 1991 all appropriate functions are covered.

Sec. 2. As used in this Order, the term:

- (a) "Productivity" means the efficiency with which resources are used to produce a government service or product at specified levels of quality and timeliness;
- (b) "Appropriate functions" means those agency program functions that produce measurable outputs in the form of services to the public;
- (c) "Public" means a customer outside the organization, such as citizens, businesses. State and local governments, other countries and/or their citizens, other agencies, the military;
- (d) "Outputs" means products or services delivered to the public;
- (e) "Measurement system" means both the specific measures used to determine whether standards of quality, timeliness, and efficiency of services are being met, and the procedures for the collection and reporting of data resulting from application of productivity measures:
- (f) "Organizational performance standard" means a statement that quantifies and describes the desired level of quality, timeliness, and efficiency of services to be provided by an organization;
- (g) "Management review" means the review by the Director of the Office of Management and Budget, as part of the budget process of agency accomplishments and plans for management and productivity improvements.
- Sec. 3. The head of each Executive department and agency shall:
- (a) Develop a complete inventory of all appropriate functions to be included in the productivity program, use the agency's planning process to review current functions, and develop agency goals and objectives for improvement in services to the public.
- (b) Develop and submit annually to the Office of Management and Budget a productivity plan. Each plan shall conform to the policy guidance issued by

the Director of the Office of Management and Budget, pursuant to Section 5 of this Order, and shall:

- (1) set forth the agency's productivity goals and objectives:
- (2) target priorities for the year and expand coverage each subsequent year to additional appropriate functions, with the objective of complete coverage of all appropriate functions by 1991;
- (3) describe the proposed actions designed to make the agency's operations and delivery of services more efficient and responsive;
- (4) describe the methods, including efficiency reviews and cost comparisons with the private sector, that the agency will use either to improve its own service, or to make use of commercial services available in the private sector when it is economical to do so; and
- (5) describe the measurement systems to be used by the agency to gauge quality, timeliness, and efficiency.
- (c) Implement the productivity program after the Management review by the Director of the Office of Management and Budget as provided in Section 6.
- (d) Assess annually the agency's progress toward achieving objectives and priorities, including documented gains and cost savings. This assessment will form the basis of the agency's report to the President as required by Section 4.
- (e) Designate a senior official responsible for guiding the agency's productivity improvement program.
- (f) Inform agency managers and employees that they are expected to be responsible for improvements in the quality, timeliness, and efficiency of services.
- (g) Include productivity and quality improvement goals in the performance appraisals of managers and supervisors.
- (h) Encourage employee participation in the productivity program through employee training, employee involvement in work-related decisions, incentives, recognition, and rewards and by taking actions to minimize negative impacts on employees that may occur as a result of the productivity program.
- Sec. 4. The head of each Executive department and agency shall report annually to the President through the Domestic Policy Council on accomplishments achieved under the plan. The annual report will form the basis of the Management Report to the Congress.
- Sec. 5. The Director of the Office of Management and Budget is authorized to:
- (a) Develop and promulgate goals, policies, principles, standards, and guidelines for the effective administration of this Order by Executive departments and agencies; and
- (b) Identify and propose the elimination of statutory and regulatory barriers that inhibit opportunities to make improvements in productivity.

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EO 12637

Title 3—The President

- Sec. 6. The Director shall review, through the management review process, each agency's productivity plan based upon the requirements and guidance issued pursuant to Section 5 of this Order. Nothing in this Section shall be construed as displacing agency responsibilities delegated by law.
- Sec. 7. The Director of the Office of Management and Budget shall submit to the Congress, in conjunction with the President's budget, a report on productivity plans and accomplishments of the agencies and the government as a whole.
- Sec. 8. The Director of the Office of Personnel Management shall:
- (a) Review Federal personnel policies and programs and make or recommend such changes as are appropriate to support productivity improvement;
- (b) Review incentive policies and programs for Federal employees and make or recommend such changes as are appropriate to increase the productivity of the Federal Government;
- (c) Develop and implement training programs for Federal employees in support of productivity improvements;
- (d) Review policies and programs for Federal employees who may be displaced by productivity improvements and make or recommend such changes as are appropriate to ensure that such policies and programs will minimize any adverse impact on Federal employees.

Sec. 9. Executive Order No. 12552 of February 25, 1986, is hereby superseded.

RONALD REAGAN

THE WHITE HOUSE, April 27, 1988.

Executive Order 12638 of April 28, 1988

Delegation of Functions Relating to the Implementation of the Inter-American Convention on Letters Rogatory and Additional Protocol

On October 9, 1986, the Senate gave its advice and consent to ratification of the Inter-American Convention on Letters Rogatory and Additional Protocol. The instrument of ratification was signed by the President on November 10, 1986. The Convention and Additional Protocol require that contracting states designate central authorities to give effect to the Convention's provisions.

In order that the Government of the United States of America may give full and complete effect to the Convention and Additional Protocol. it is expedient and necessary that the Department of Justice perform certain functions.

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DEPARTMENT OF THE INTERIOR

Bureau of Land Management

[YA-324-4550-241A]

Information Collection Submitted to the Office of Management and Budget for Review Under the Paperwork Reduction Act

The proposal for the collection of information listed below has been submitted to the Office of Management and Budget for approval under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35). Copies of the proposed collection of information and related forms may be obtained by contacting the Bureau's Clearance Officer at the phone number listed below. Comments and suggestions on the proposal should be made directly to the Bureau Clearance Officer and to the Office of Management and Budget, Paperwork Reduction Project (not yet assigned), Washington, DC 20503, telephone 202-395-7340.

Title: Survey - Public Room Customer Satisfaction

OMB approval number: (Not yet assigned)

Abstract: Respondents provide information on the quality of Bureau public room/reception area service received, either by telephone, in writing, or in person. This information allows the Bureau to determine if changes to service are necessary to improve assistance, timeliness, or better meet information needs of members of the public.

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Abstract Seagnation and statements of the partition of the partition, or in artition, or in article of company or article of the articl

Bureau form number: 1120-8

Frequency: Annually

Description of respondents: Individuals, or organizations using BLM public rooms/reception areas, or any other means of inquiries from the public to acquire information or assistance from BLM.

Estimated completion time: Five minutes.

Annual responses: 400

Annual burden hours: 32

Bureau Clearance Officer (Alternate): Gerri Jenkins 202-653-6105

Date

Assistant Director, Support Services

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